

Policy Exception Approval Process User Manual

# **Oracle Banking Credit Facilities Process Management**

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Oracle Banking Credit Facilities Process Management User Guide  
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# Chapter 1 - Preface

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## Preface

### About this guide




This guide provides the user with all the information necessary to perform Policy Exception Approval Process for the corporate customer in OBCFPM.

### Intended Audience

This document is intended for the banking personnel responsible for performing Policy Exception Approval Process for the corporate customer.

### Conventions Used

The following table lists the conventions that are used in this document:






Convention	Description
Italic	Italic denotes a screen name
Bold	Bold indicates <ul style="list-style-type: none"><li>• Field name</li><li>• Drop down options</li><li>• Other UX labels</li></ul>
	This icon indicates a note
	This icon indicates a tip
	This icon indicates a warning

# Chapter 1 - Preface

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## Common Icons in OBCFPM

The following table describes the icons that are commonly used in OBCFPM:

Icons	Icon Name
	Add icon
	Calendar icon
	Configuration / settings icon
	Delete icon
	Edit icon

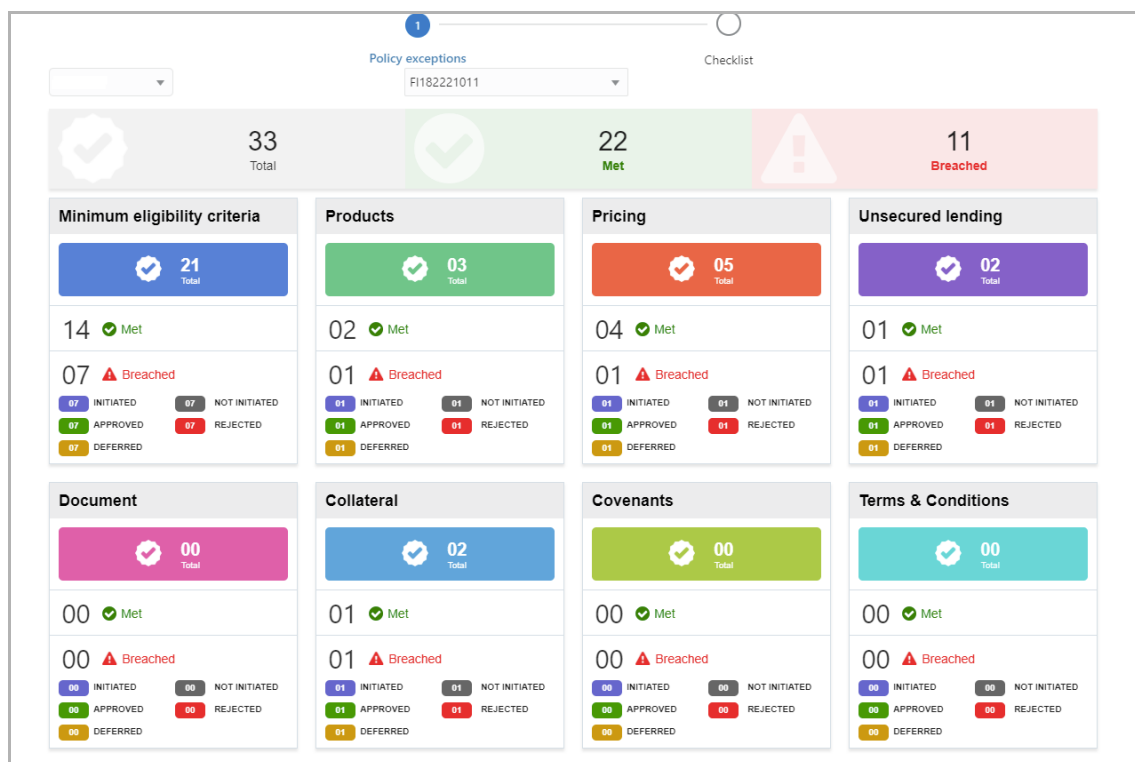
# Chapter 2 - Exception Summary

## Policy Exception Summary

Credit proposals initiated in OBCFPM are validated with respect to the policies defined by the bank in each stage of credit process. The defined policies cover both financial and non-financial dimensions of an organization seeking credit facilities. During the policy validation, the organization might meet or breach the bank's policies on various dimensions such as minimum eligibility criteria, products, and pricing.

The Policy Exception Summary is displayed in each stage of credit proposal process to provide a holistic view of the met and breached policies to the banking personnel. Thus, the banker can take necessary decision in initiating policy exception approval process or rejecting the proposal.

Upon Submitting the Credit Application, the Policy Exception Summary page appears:



1. Select the name and ID of company from the drop down list. If the application is submitted for a group of company, then "all" is displayed in the drop down field by default.

After selecting the company name and ID, the Policy Exception Summary for the selected company appears.

# Chapter 2 - Exception Summary

In the Policy Exception Summary:

**Total** count shows the number of validated policies.

**Met** count shows the number of met policies.

**Breached** count shows the number of breached policies.

2. To know the status of policy exception approval process, refer the following count in each dimension:

- INITIATED
- APPROVED
- DEFERRED
- NOT INITIATED
- REJECTED

3. To view the list of exceptions in each dimension, click the corresponding dimension. *Policy exceptions - <dimension name>* window appears:

Policy exceptions - Minimum eligibility criteria

Hide filter

Minimum eligibility criteria	Products	Pricing	Unsecured lending	Document
Total: 21, Met: 14, Breached: 7	Total: 3, Met: 2, Breached: 1	Total: 5, Met: 4, Breached: 1	Total: 2, Met: 1, Breached: 1	Total: 0, Met: 0, Breached: 0

Actions

- EBIDTA**  
As per application : 1000  
Variation : 59000  
Allowed as per policy : Should be greater than or equal to 60000
- ICR**  
As per application : 1  
Variation : 3  
Allowed as per policy : Should be greater than or equal to 4
- TNW**  
As per application : 1000  
Variation : 99000  
Allowed as per policy : Should be greater than or equal to 100000
- Debt To Equity**  
As per application : 1  
Variation : 1  
Allowed as per policy : Should be greater than or equal to 2
- Years Of Financial Documents Available**  
As per application : 2  
Variation : 3  
Allowed as per policy : Should be greater than or equal to 5
- Years Of Financial Documents Available**  
As per application : 3  
Variation : 3  
Allowed as per policy : Should be greater than or equal to 6
- Turnover**  
As per application : 5000  
Variation : 495000  
Allowed as per policy : Should be greater than or equal to 500000

Page 1 of 1 (1-7 of 7 items) | K < 1 > X

4. Click the **Actions** drop down button and select the required option. The options available are: **Deferred to Next stage** and **Initiate the approval task**.

# Chapter 2 - Exception Summary

Upon clicking the **Initiate the approval task** button, *Policy exception initiation* window appears:

The screenshot shows a web application window titled "Policy exception initiation". The window has a blue header bar with the text "Application Details". Below the header, there are three fields: "Application Priority" with radio buttons for "Low", "Medium", and "High"; "Application Category" with a dropdown menu; and "Application Branch" with a search input field. Below these fields is a section titled "Policies selected for exception approval" with three checkboxes: "Refer to business opinion", "Refer to legal opinion", and "Refer to risk opinion". The main area of the window is for "Overall comments" and contains a rich text editor toolbar with various icons for text formatting and alignment, followed by a large text input field. At the bottom right of the window, there are two buttons: "Initiate policy exception process" and "Close".

In the **Application Details** section:

5. Select the **Application Priority**. The options available are: Low, Medium, and High.
6. Select the **Application Category** from the drop down list.
7. Search and select the **Application Branch**.
8. If business opinion about the policy breach is required, select the **Refer to business opinion** check-box.
9. If legal opinion about the policy breach is required, select the **Refer to legal opinion** check-box.
10. If risk opinion about the policy breach is required, select the **Refer to risk opinion** check-box.
11. Type **Overall comments** for the Policy exception initiation.
12. Click **Initiate policy exception process**.
13. To exit the Policy exception initiation window, click **Close**.

Upon clicking the **Initiate policy exception process** button, Policy Exception Approval process is initiated.

Refer **Approval Process** chapter for information on approving the policy exceptions for corporate customer.

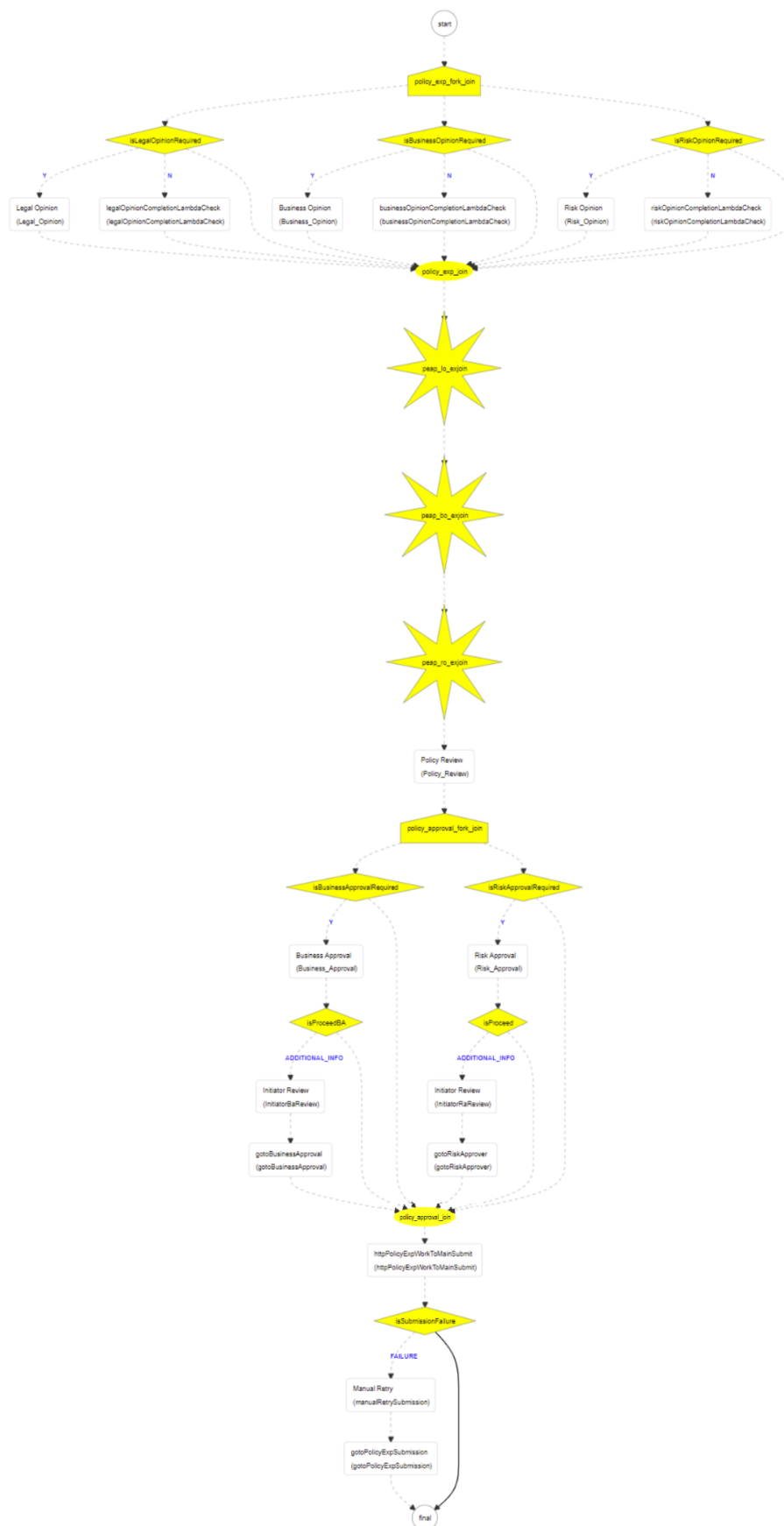


## Policy Exception Approval Process

In the Policy Exception Approval Process, the exceptions are sent to different teams in the bank for capturing opinion and approval based on the options selected during exception approval process initiation.

The following flow chart illustrates the various stages in Policy Exception Approval Process:

# Chapter 2 - Approval Process



# Chapter 2 - Approval Process

## Legal Opinion

Legal Opinion task is created in OBCFPM, if **Refer to Legal Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Legal Officer in the bank can acquire this task to view the policy exception summary and capture legal opinion about the exceptions.

1. To acquire the Legal Opinion task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
2. Select the required task and click **Acquire & Edit**. *Legal Opinion - Customer Summary* page appears.
3. View the customer summary and click **Next**. *Exceptions* page appears:

Exception Type	As per application	Allowed as per policy	Variation	Risk opinion
ICR	1	Should be greater than or equal to 4	3	In progress
EBIDTA	1000	Should be greater than or equal to 60000	59000	In progress
TNW	1000	Should be greater than or equal to 100000	99000	In progress
Debt To Equity	1	Should be greater than or equal to 2	1	In progress

# Chapter 2 - Approval Process

4. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:

View opinions - ICR

ICR	Allowed as per policy	Variation
As per application 1	Should be greater than or equal to 4	3

**Justification**  
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

**Business opinion**  
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

**Legal opinion**  
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Update View

Done

5. After viewing the exception details, click **Done** to exit the window.
6. To capture the legal opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
7. Capture the legal opinion and click **Save**. *Exceptions* page appears.
8. To hold the task, click **Hold**.
9. To go back to the previous page, click **Back**.
10. To go to the next page, click **Next**.
11. To save the provided information and exit the page, click **Save & Close**.
12. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

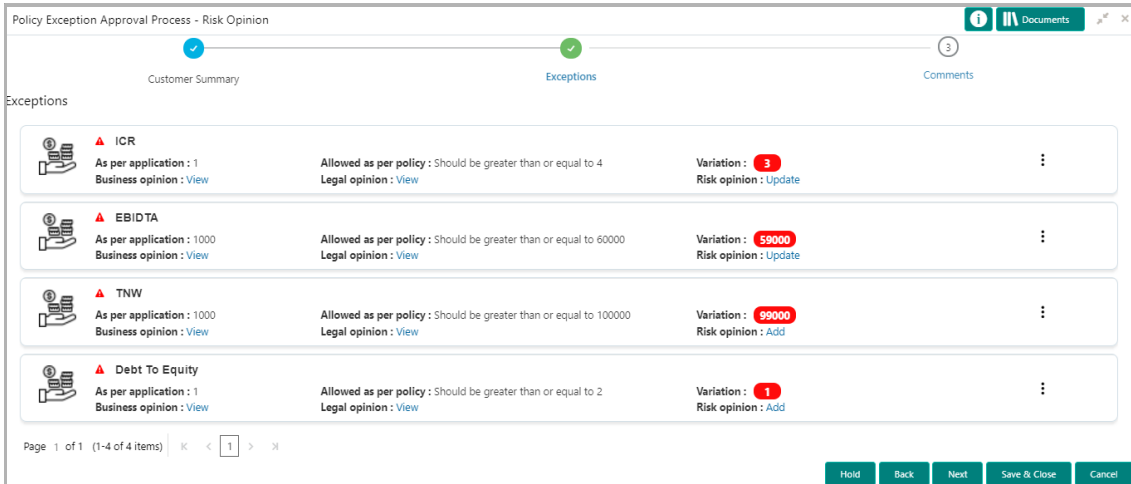
13. Post comments for the overall task and click **Submit**. *Checklist* window appears.
14. Select the Outcome as **Proceed**. The task is completed.

## Risk Opinion

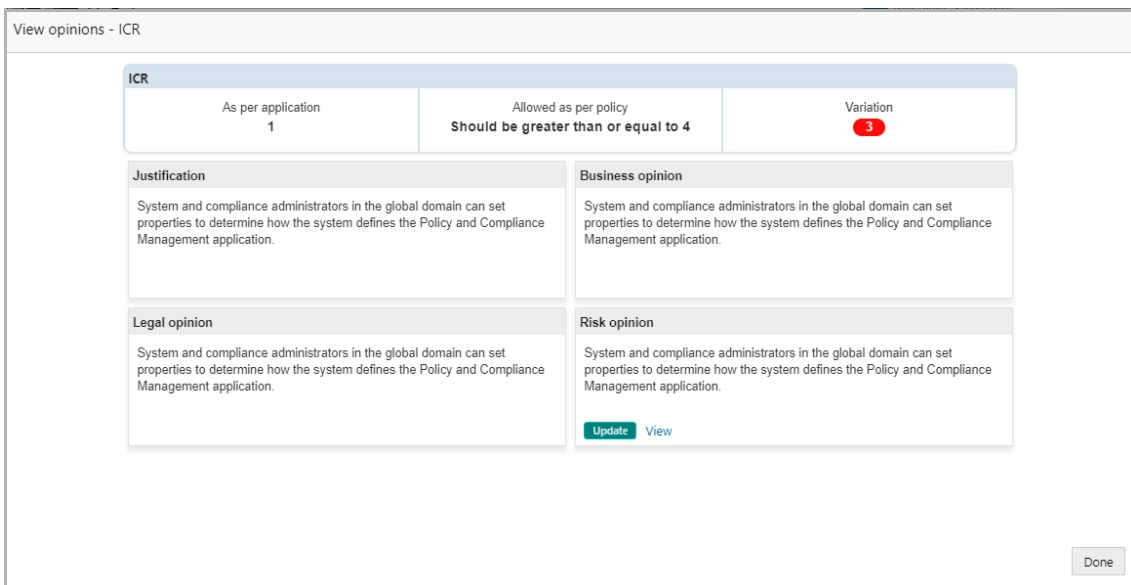
Risk Opinion task is created in OBCFPM, if **Refer to Risk Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Risk Officer in the bank can acquire this task to view the policy exception summary and capture risk opinion about the exceptions.

# Chapter 2 - Approval Process

15. To acquire the Risk Opinion task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
16. Select the required task and click **Acquire & Edit**. *Risk Opinion - Customer Summary* page appears.
17. View the customer summary and click **Next**. *Exceptions* page appears:



18. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:



19. After viewing the exception details, click **Done** to exit the window.
20. To capture the risk opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
21. Capture the risk opinion and click **Save**. *Exceptions* page appears.
22. To hold the task, click **Hold**.

# Chapter 2 - Approval Process

23. To go back to the previous page, click **Back**.
24. To go to the next page, click **Next**.
25. To save the provided information and exit the page, click **Save & Close**.
26. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

27. Post comments for the overall task and click **Submit**. *Checklist* window appears.
28. Select the Outcome as **Proceed**. The task is completed.

## Review

The Reviewer in the bank can acquire this task to view the opinions posted by legal, Business and Risk Officers and move the exceptions for required approval.

29. To acquire the Review task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
30. Select the required task and click **Acquire & Edit**. *Policy Review - Customer Summary* page appears.
31. View the customer summary and click **Next**. *Exceptions* page appears:

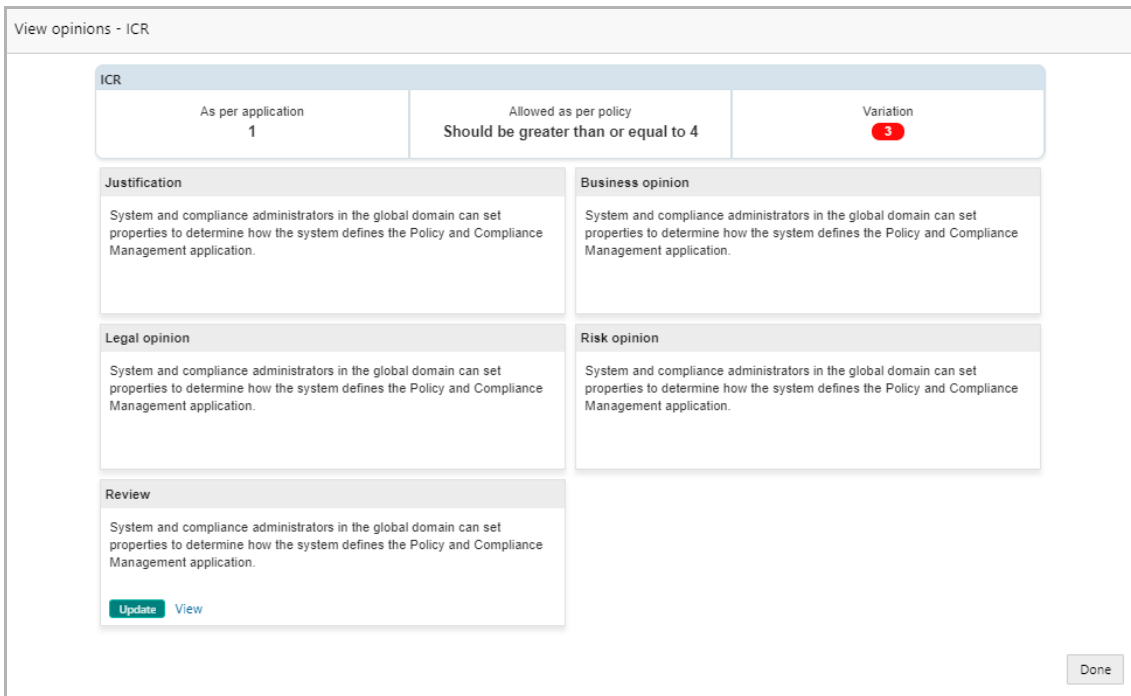
The screenshot displays the 'Exceptions' page in the Oracle Policy Exception Approval Process. The page title is 'Free Tasks' and the breadcrumb is 'Policy Exception Approval Process - Policy Review'. The page is divided into three sections: 'Customer Summary', 'Exceptions', and 'Comments'. The 'Exceptions' section is active and shows a list of four exceptions:

Exception	Allowed as per policy	Variation
ICR	Should be greater than or equal to 4	3
EBIDTA	Should be greater than or equal to 60000	59000
TNW	Should be greater than or equal to 100000	99000
Debt To Equity	Should be greater than or equal to 2	1

Each exception row includes a 'Business opinion' and 'Legal opinion' link, and a 'Risk opinion' link. The variation values are highlighted in red. The page footer shows 'Page 1 of 1 (1-4 of 4 items)' and navigation buttons: 'Hold', 'Back', 'Next', 'Save & Close', and 'Cancel'.

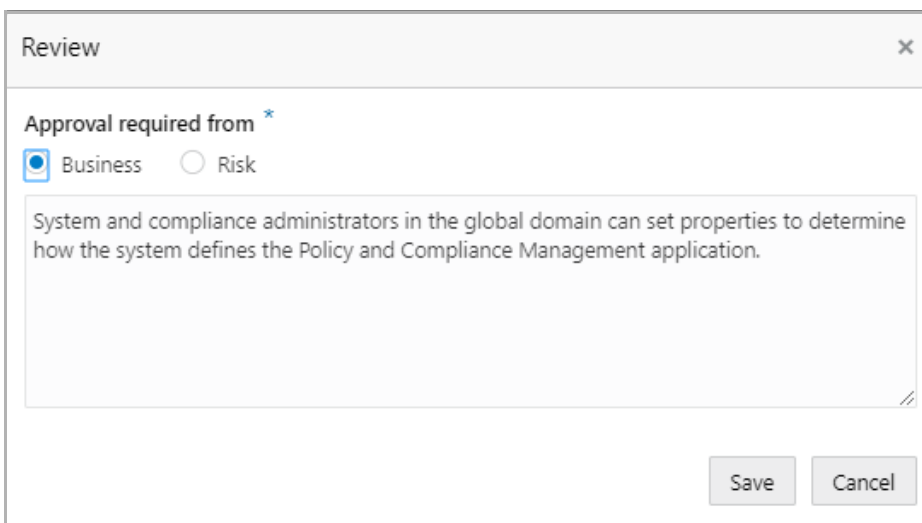
# Chapter 2 - Approval Process

32. To view the opinions posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:



33. After viewing the opinions, click **Done** to exit the window.

34. To capture the review comments and move the exception to required approval stages, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Review* window appears:



35. Select the **Approval required from** option.

36. Post Review comments in the text box.

# Chapter 2 - Approval Process

37. Click **Save**. *Exception* page appears.
38. To hold the task, click **Hold**.
39. To go back to the previous page, click **Back**.
40. To go to the next page, click **Next**.
41. To save the provided information and exit the page, click **Save & Close**.
42. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

43. Post comments for the overall task and click **Submit**. *Checklist* window appears.
44. Select the Outcome as **Proceed**. The exception is moved to the selected approval stage.

## Business Approval

This task is listed in the *Free Task* page, if Business option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the exceptions based on comments posted.

45. To acquire the Business Approval task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
46. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
47. View the customer summary and click **Next**. *Exceptions* page appears:

The screenshot displays the Oracle Policy Exception Approval Process - Business Approval interface. The top navigation bar includes the Oracle logo and the text 'Free Tasks'. The main header shows 'Policy Exception Approval Process - Business Approval' and a 'Documents' button. A progress bar at the top indicates the current stage: 'Customer Summary' (checked), 'Exceptions' (checked), and 'Comments' (3 items). Below the progress bar, the 'Exceptions' section lists two items:

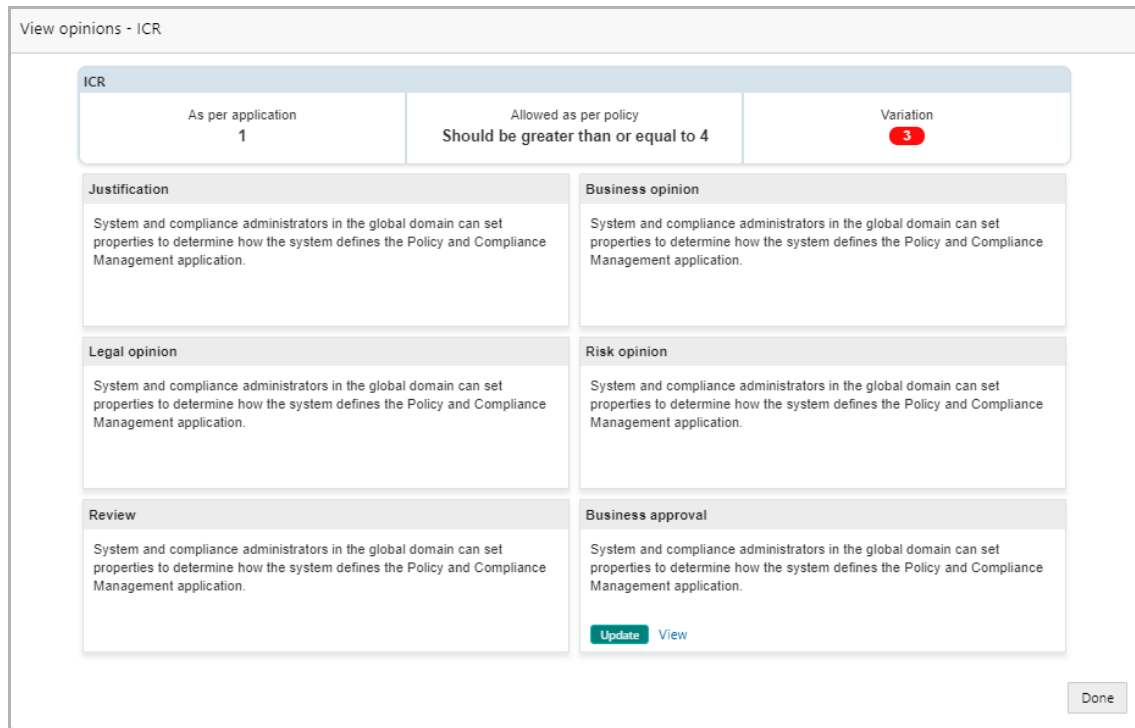
Exception Type	As per application	Allowed as per policy	Variation
ICR	As per application : 1 Business opinion : <a href="#">View</a> Review : <a href="#">View</a>	Allowed as per policy : Should be greater than or equal to 4 Legal opinion : <a href="#">View</a> Business approval comment : <a href="#">Update</a>	Variation : 3 Risk opinion : <a href="#">View</a>
EBIDTA	As per application : 1000 Business opinion : <a href="#">View</a> Review : <a href="#">View</a>	Allowed as per policy : Should be greater than or equal to 60000 Legal opinion : <a href="#">View</a> Business approval comment : <a href="#">Add</a>	Variation : 59000 Risk opinion : <a href="#">View</a>

At the bottom of the page, there are navigation buttons: Hold, Back, Next, Save & Close, and Cancel. The page number is 'Page 1 of 1 (1-2 of 2 items)'.



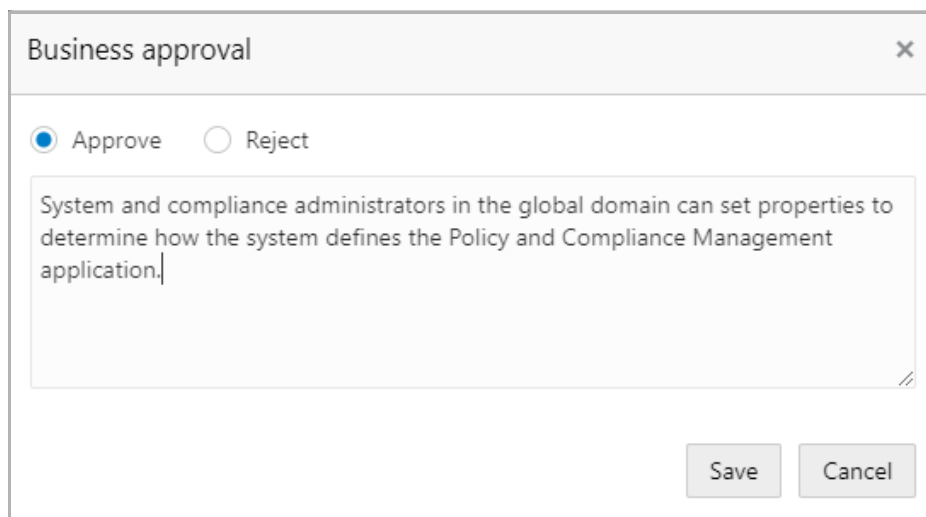
# Chapter 2 - Approval Process

48. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:



49. After viewing the opinions, click **Done** to exit the window.

50. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Business approval* window appears:



51. **Approve** or **Reject** the exception based on the justifications provided.

52. Post comments for the action in the text box.

# Chapter 2 - Approval Process

53. Click **Save**. *Exception* page appears.
54. To hold the task, click **Hold**.
55. To go back to the previous page, click **Back**.
56. To go to the next page, click **Next**.
57. To save the provided information and exit the page, click **Save & Close**.
58. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

59. Post comments for the overall task and click **Submit**. *Checklist* window appears.
60. Select the Outcome as **Proceed**. The exception is approved.

## Risk Approval

This task is listed in the *Free Task* page, if Risk option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the credit application based on comments posted.

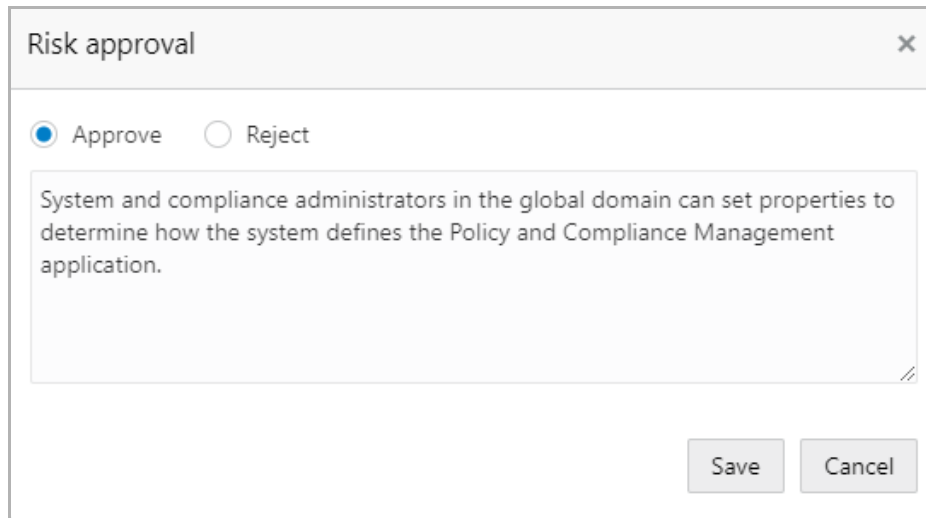
61. To acquire the Business Approval task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
62. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
63. View the customer summary and click **Next**. *Exceptions* page appears:

The screenshot shows the Oracle Policy Exception Approval Process - Risk Approval interface. The page title is "Policy Exception Approval Process - Risk Approval". The breadcrumb is "Free Tasks". The page shows a progress bar with three steps: "Customer Summary", "Exceptions", and "Comments". The "Exceptions" step is currently active and displays a list of exceptions. The first exception is "TNW" with a green checkmark, showing "As per application: 1000", "Allowed as per policy: Should be greater than or equal to 100000", "Variation: 99000", and "Risk opinion: In progress". The second exception is "Debt To Equity" with a red triangle, showing "As per application: 1", "Allowed as per policy: Should be greater than or equal to 2", "Variation: 1", and "Risk opinion: In progress". At the bottom, there are navigation buttons: "Hold", "Back", "Next", "Save & Close", and "Cancel".

64. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears.
65. After viewing the opinions, click **Done** to exit the window.

## Chapter 2 - Approval Process

66. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Risk approval* window appears:



The screenshot shows a dialog box titled "Risk approval" with a close button (X) in the top right corner. Below the title bar, there are two radio buttons: "Approve" (which is selected) and "Reject". Below the radio buttons is a text area containing the text: "System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application." At the bottom right of the dialog box, there are two buttons: "Save" and "Cancel".

67. **Approve** or **Reject** the exception based on the justifications provided.
68. Post comments for the action in the text box.
69. Click **Save**. *Exception* page appears:
70. To hold the task, click **Hold**.
71. To go back to the previous page, click **Back**.
72. To go to the next page, click **Next**.
73. To save the provided information and exit the page, click **Save & Close**.
74. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

75. Post comments for the overall task and click **Submit**. *Checklist* window appears.
76. Select the Outcome as **Proceed**. The exception is approved.

# Chapter 2 - Reference and Feedback

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## Reference and Feedback

### References

For more information on any related features, you can refer to the following documents:

- Oracle Banking Procedure User Guide
- Oracle Banking SMS User Guide
- Oracle Banking Common Core
- Oracle Banking Retail Mid Office Installation Guides

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